

Finexis S.A. – Reporting a Complaint

Our top priority is to provide you with the highest quality service possible.

However, if you are not satisfied or have a problem, there are several people you can turn to for help.

Who to contact

1. Write to your Relationship Manager

Finexis S.A.

Attn: Head of Relationship Management (info@finexis.lu)

25A Boulevard Royal

L-2449 Luxembourg

Fax: + 352 20 21 29 99

Please make sure to include your full name, first name, address, and other contact details (if applicable).

You will receive confirmation that your complaint has been examined within a maximum of 10 working days from the date of receipt of your complaint.

If there is no response within a maximum of one month, Finexis S.A. must communicate the reasons for the delay and indicate the date by which the investigation is likely to be completed.

2. Contact the Senior Management

If you are still not satisfied, you can contact the Senior Management of Finexis S.A., and more specifically the Complaints' responsible person:

Finexis S.A.

Attn: The Complaints' Responsible Person

25A, Bld Royal

L-2449 Luxembourg

Fax: + 352 20 21 29 99

Email: complaint@finexis.lu

To ensure a quick and efficient handling of your complaint and the best possible follow-up, please indicate the reference information mentioned in the response that you have received and the subject of your complaint.

3. Out-of-court complaint resolution with the Commission de Surveillance du Secteur Financier (CSSF)

The CSSF is a public institution which supervises the professionals and products of the Luxembourg financial sector.

If you are still dissatisfied with the response given by Finexis S.A.' management, you can resort to the CSSF for an out of court complaint resolution.

You must lodge your complaint with the CSSF within one year of contacting the company.

The form is available on the CSSF website at:

<https://www.cssf.lu/en/Document/interactive-form-for-complaints/>

You can also send a letter to the following address:

Commission de Surveillance du Secteur Financier (CSSF)

Département Juridique CC

283 route d'Arlon

L-2991 Luxembourg

- or by fax using the following number: +352.26.25.1-260
- or by email to the following address: reclamation@cssf.lu

Please find more information on the customer complaints process on the CSSF website:

<https://www.cssf.lu/en/customer-complaints/>